Welcome! Upon checking in at the Property Management Office you will receive your keys and information about living in Harvard University Housing.

A limited number of moving carts are available on a first-come, first-served basis during regular office hours. You must leave a driver’s license, passport, or Harvard ID until you return the cart. To avoid inconvenience, you may want to bring your own cart or dolly.

All lease documents must be signed before keys will be issued. You must bring government-issued photo identification with you to obtain your keys. If you have received it, please bring your countersigned copy of your lease.

Questions? Please contact the Property Management Office at 617-495-5338 or huh_peabodyterrace@harvard.edu.

Who May Pick Up Keys

Ordinarily, keys are issued only to tenants whose names appear on the lease or to family members listed on the Harvard University Housing Application and Authorized Occupant Form. To authorize someone else to pick up your keys, you must complete and sign a Key Pickup Authorization form, which is included with your lease documents. The person you authorize must bring the signed form with them, along with government-issued photo identification to obtain your keys.

Where and When to Pick Up Keys

Keys are obtained at the Peabody Terrace Property Management Office, located in the rear of 9 Peabody Terrace, 900 Memorial Drive, Cambridge, MA 02138 on or after the date the lease begins. Please visit maps.google.com for directions.

We can provide the most efficient service if you arrive during regular business hours*. If possible, please let us know your planned arrival time in advance so we can have your paperwork ready.

• If you are unable to arrive during regular business hours, consider authorizing someone to pick up keys for you (see “Who May Pick Up Keys” for details). If that is not possible, please contact the Property Management Office in advance of your arrival to discuss an alternative.

• If emergency circumstances cause you to arrive outside of regular office hours, please call 617-495-5338. When the message comes on, press “0” to contact the Answering Service. Explain your situation, and the Answering Service will page emergency personnel, who will meet you outside of the Property Management Office. Please note that after-hours emergency service requests are handled in the order of their receipt. We will respond to you as soon as possible, but some waiting time will be necessary.

* Regular business hours are 8:00 a.m. — 5:00 p.m., Monday—Friday. We are closed on Saturdays, Sundays, and on official University holidays (see list at http://huhousing.harvard.edu/sites/huhousing.harvard.edu/files/documents/Harvard_University_Holiday_Calendar.pdf).

Parking Your Car, Moving Van, or Truck

Temporary parking for moving vans or trucks in the Peabody Terrace visitors’ parking lot is very limited and is available by permit only. Please contact Harvard University Parking Services (www.parking.harvard.edu; 617-496-7827) in advance of your move for information.

Mobile storage units may be permitted in designated areas on a first-come-first-served basis, provided arrangements are made with Property Management in advance; the units must be removed from the site within 72 hours of delivery.

Temporary on-street parking in the City of Cambridge is also limited. If you plan to park your truck or van on city streets, a permit must be obtained in advance. Please visit www.cambridgema.gov/traffic or call 617-349-4700 for details.